Attorney Docket No.: 9400-60 PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Gary Marr
Serial No.: 10/685,190
Filed: October 14, 2003
For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR MONITORING PROGRESSION THROUGH A SERVICE ORDER PROCESS

Group Art Unit: 4143
Examiner: Nadia N. Chong Cruz
Confirmation No.: 4174

January 13, 2009

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT ACCOMPANYING REQUEST FOR CONTINUED EXAMINATION

Sir:

This paper is responsive to the final Office Action mailed October 16, 2008, regarding the above-referenced patent application and is filed concurrently with a Request for Continued Examination. Please amend this application as follows and consider the remarks herein prior to further examination.

If any extension of time for the accompanying response or submission is required, Applicant requests that this be considered a petition therefor. The Commissioner is hereby authorized to charge any additional fee, which may be required, or credit any refund, to our Deposit Account No. 50-0220.

Amendments to the Specification begin on page 2.

Amendments to the Claims are indicated in a listing of claims beginning on page 4.

Remarks begin on page 10.